

These local organisations can also help you get online:

**Peterborough Jobcentre Plus ([www.gov.uk](http://www.gov.uk))** Open: Mon, Tues, Thurs & Fri (09:00 - 17:00) - Weds (10:00 - 17:00)  
Support available: Self-service & supported services available  
84 Broadway, Peterborough, Cambs PE1 1QZ  
Phone: 0345 604 3719

**UK Online Services ([www.ukonlinecentres.com](http://www.ukonlinecentres.com))** Open: Please check directly with venues for opening times.  
Support available: Self-service/some supported - check directly with venues

Various venues throughout search areas  
Phone: 0114 221 0410

**Library Online Services ([www.vivacity-peterborough.com/libraries-and-archives/library-opening-hours](http://www.vivacity-peterborough.com/libraries-and-archives/library-opening-hours))** Open: Please check directly with venues for opening times.

Support available: Self-service/some supported - check directly with venues

Various venues throughout Peterborough areas  
Phone: 01733 864280

**Cross Keys Homes** Open: Mon & Tues (09:00 -16:45) - Weds, Thurs, Fri (09:00 - 12:15)

Support available: Self-service/some supported - check directly with venues

Different venues across Peterborough  
Phone: 01733 385128

**Gladstone District Community Association** Open: Mon - Fri (09:00 - 16:00)

Support available: Self-service/some supported - check directly with venues

316-318 Gladstone Street, Peterborough PE1 2BX  
Phone: 01733 566343



# Universal Credit and you



## What is Universal Credit?

Universal Credit is a new benefit for people living on a low income, or who are out of work.

It will make it easier to start a new job or work more hours, so you will be better off in a job than you will be on benefits.

Universal Credit replaces 6 other benefits with a simpler, single monthly payment.

It includes help with the costs of housing, children, childcare and other living expenses. It will also give financial support to disabled people and carers, and people who are too sick to work.

You will be expected to make your Universal Credit claim online.

## What does it mean for me?

Universal Credit is being introduced in stages. Whether you can claim it will depend on where you live and your personal circumstances. You can check if you can get Universal Credit by going to [www.gov.uk/universalcredit](http://www.gov.uk/universalcredit), or talk to someone at your jobcentre.

If you aren't eligible for Universal Credit now, you may still be able to claim other benefits such as Jobseeker's Allowance.

If you are already claiming benefits you will not be able to claim Universal Credit yet. You will carry on claiming your benefits as usual.

## How do I make a claim?

You will be expected to make your Universal Credit claim online at [www.gov.uk/universalcredit](http://www.gov.uk/universalcredit)

If you don't have a computer at home, you can use the computers at your local Jobcentre.

If you need more help, you can get face-to-face and telephone advice to help you make a claim.

You will be invited to an interview with your work coach to sign a Claimant Commitment. This sets out the responsibilities you have accepted in return for getting Universal Credit.

## Where can I get support?

Your work coach at the Jobcentre will make sure you have the right help to get online, manage your money and find work.

You can get advice online about getting ready for Universal Credit. Visit [www.gov.uk/universalcredit](http://www.gov.uk/universalcredit) to find out more.

You can get help with budgeting from the Money Advice Service – visit [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk) to find out how.

Your local council will be able to help you with internet access and face-to-face support. Call 01733 747474 or visit [www.peterborough.gov.uk](http://www.peterborough.gov.uk)